

You said

We did

Linden Medical Group welcome and appreciate all feedback received on the services we provide.

Why can I never get an appointment with a GP?

You said



Why can I never see the same GP?

I can never get through on the telephone

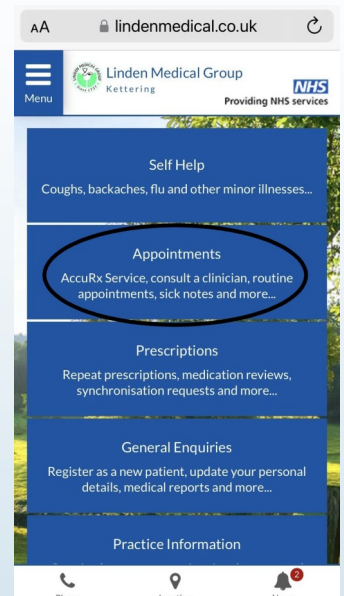
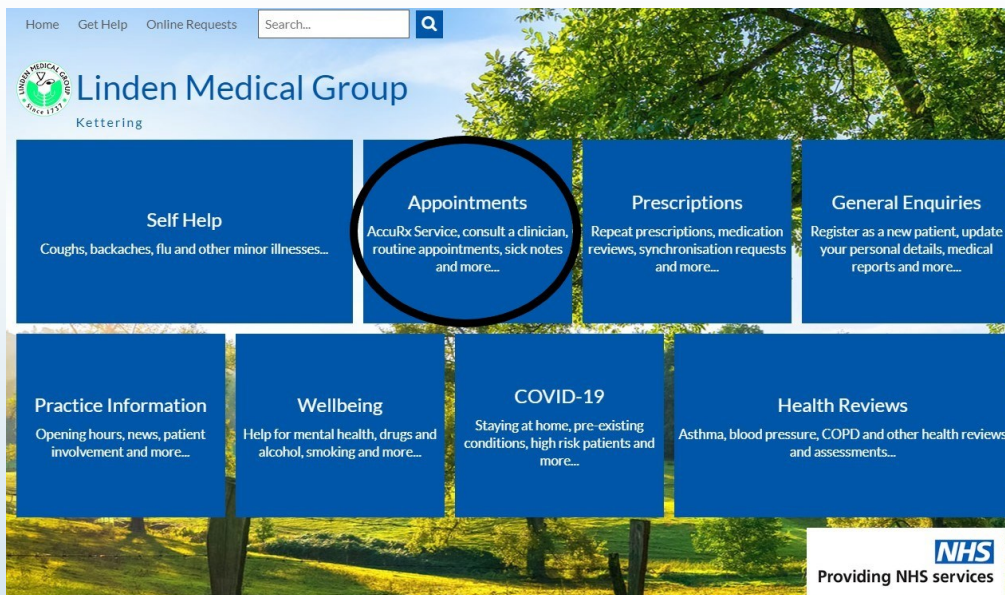
We did

On listening to your views from the **1st April 2023** we are changing our system for booking a GP appointment.

All requests to see or speak with a GP will go through our AccuRx service on www.lindenmedical.co.uk which will be available between **6am and 10am, Monday to Friday**.

A member of our clinical team will review the information provided and arrange a suitable appointment or signpost you to another service.

The online form can be completed by family members or friends on behalf of a patient. Alternatively, you can visit the surgery and complete a paper version of the form or call on **01536 481734** where a care navigator will ask you a few questions in order to offer you the correct support.



Access via telephone



Access via online service

Finding the balance